

PHIP – WFD
Training Plan – Priority Topics
June 2004 – June 2005

√ **New Coalitions and Alliances**

Uses political, coalition-building, advocacy and communication skills to engage the community and build capacity for achieving public health goals. Understands dynamics and trends to build positive and sustainable relationships with a range of key internal and external stakeholders. Manages and implements responsibilities by facilitating collaboration with groups to ensure participation and input from major stakeholders and constituencies.

√ **Results-based Accountability**

Manages strategic use of resources for setting direction, delivering results and establishing systems that track/monitor goals, operations, and outcomes. Ability to acquire and administer human, financial and material resources, plan work, set priorities, and manage implementation to reach public health and agency objectives. Understands linkages between administrative competencies and mission needs.

Systems Thinking

Uses future-oriented problem solving and decision-making approaches to work. Sees problems and issues in a larger perspective that understands relationships between units inside and outside the organization. Applies organizational and political understanding to solve problems in ways that address total system needs, not just the immediate situation.

Quality Improvement

Creates an organizational culture that emphasizes quality and performance. Integrates a focus on quality into staff orientation and development, program planning and service delivery. Fosters a strong customer focus within the agency that includes both internal and external customers. Implements a systematic, organization-wide approach that is grounded in data, best practices and science, for continually reviewing and improving the work of the organization. Engages agency employees and community partners and stakeholders in quality improvement initiatives and communicates performance results.